

IN THE CLAIMS:

The text of all pending claims (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claim 11 without prejudice or disclaimer, AMEND claims 1, 4, and 7-9, and ADD claims 13-16 in accordance with the following:

1. (currently amended) A computer readable medium embodying a service management program for hotel facilities, which operates in conjunction with a lodging management system which manages information about guests of the hotel from registration at the check-in to account at check-out, and causes a computer to execute operations comprising:

obtaining and inputting a room number of a guest when the guest visits the hotel facility;

transmitting the room number of the guest to the lodging management system to obtain the information about the guest concerned; and

comparing a service management table for the management of attributes of services of the hotel facilities and for the management of availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and indicating a service suitable for the guest's attributes;

wherein the attributes indicate the guest's status as a very important person (VIP), a repeat customer, a parent, a child, an aged person, a blacklisted person, a physically challenged person, or any combination thereof.

2. (previously presented) The service management program for hotel facilities as set forth in claim 1 further comprises transmitting the room number of the guest obtained when the guest visits the hotel facility in a case in which a facility charge is paid with a hotel charge at the check-out, to the lodging management system with the data of the facility charge to be paid with the hotel charge.

3. (previously presented) The service management program for hotel facilities as set forth in claim 1 further comprising transmitting the service availability information about the hotel facility to indicating devices in the guest rooms and lobby, and to a home page of the hotel,

from the service management table of the hotel facility.

4. (currently amended) A service management method, for hotel facilities, which operates in conjunction with a lodging management system which manages information about guests of the hotel from registration at the check-in to account at check-out, the method comprising,

a room-number-input step of obtaining and inputting a room number of a guest when the guest visits the hotel facility;

a lodging management system conjunction step of transmitting the room number of the guest to the lodging management system to obtain the information about the guest concerned; and

a service indication step of comparing a service management table for the management of attributes of services of the hotel facilities and for the management of availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and of indicating service suitable for the guest's attributes;

wherein the attributes indicate the guest's status as a very important person (VIP), a repeat customer, a parent, a child, an aged person, a blacklisted person, a physically challenged person, or any combination thereof.

5. (previously presented) The service management method for hotel facilities as set forth in claim 4 further comprising an account-with-hotel-charge step of transmitting the room number of the guest obtained when the guest visits the hotel facility, in a case in which a facility charge is paid with a hotel charge at the check-out, to the lodging management system with the data of the facility charge to be paid with the hotel charge.

6. (previously presented) The service management method for hotel facilities as set forth in claim 4 further comprising a facility information transmission step of transmitting the service availability information about the hotel facility to indicating devices in the guest rooms and lobby, and to a home page of the hotel, from the service management table of the hotel facility.

7. (currently amended) A service management apparatus for hotel facilities, which operates in conjunction with a lodging management system which manages information about

guests of the hotel from registration at check-in to account at check-out, the apparatus comprising:

a room-number-input means for obtaining and inputting a room number of a guest when the guest visits the hotel facility;

a lodging management system conjunction means for transmitting the room number of the guest to the lodging management system to obtain the information about the guest concerned; and

a service indication means for comparing a service management table for the management of attributes of services of the hotel facilities and for the management of availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and for indicating a service suitable for the guest's attributes;

wherein the attributes indicate the guest's status as a very important person (VIP), a repeat customer, a parent, a child, an aged person, a blacklisted person, a physically challenged person, or any combination thereof.

8. (currently amended) A service management apparatus for hotel facilities, which operates in conjunction with a lodging management system which manages information about guests of the hotel from registration at check-in to account the check-out, the apparatus comprising:

a room-number-input unit obtaining and inputting a room number of a guest when the guest visits the hotel facility;

a transmission unit transmitting the room number of the guest to the lodging management system to obtain the information about the guest concerned; and

a service indication unit comparing a service management table for the management of attributes of services of the hotel facilities and for the management of availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and of indicating a service suitable for the guest's attributes;

wherein the attributes indicate the guest's status as a very important person (VIP), a repeat customer, a parent, a child, an aged person, a blacklisted person, a physically challenged person, or any combination thereof.

9. (currently amended) A method of managing services for at least one hotel facility,

the method comprising:

obtaining a room number of a guest when the guest visits the hotel facility;
obtaining information about the guest, based on the room number, from a lodging management system; and
providing one or more of the services for the guest according to the guest information;
wherein the guest information indicates the guest's status as a very important person (VIP), a repeat customer, a parent, a child, an aged person, a blacklisted person, a physically challenged person, or any combination thereof.

10. (previously presented) The method of claim 9, further comprising comparing attributes of the services of the hotel facilities, and availabilities of the services, with the guest information to indicate the services that are suitable for the guest.

11. (cancelled)

12. (previously presented) The method of claim 10, wherein the comparing the attributes and availabilities of the services with the guest information comprises displaying a service management table used to manage the attributes and availabilities of the services.

13. (new) A method of managing services for at least one hotel facility other than a lodging room, the method comprising:

obtaining a room number of a guest when the guest visits the hotel facility;
obtaining information about the guest, based on the room number, from a lodging management system; and
providing one or more of the services particularly for the guest according to the guest information.

14. (new) The method of claim 13, wherein the services include priority seating in the hotel facility.

15. (new) The method of claim 13, wherein the services include reserving a seat in the hotel facility.

16. (new) The method of claim 13, wherein the services include indicating availability

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of a program offered by the hotel facility, reserving the offered program for the guest, or a combination thereof.